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This library is not a warehouse for books and periodicals or films and music.

THIS IS A LAUNCHING PAD FOR DREAMS
We are wall-to-wall rich with ideas, representing raw, unconstrained human possibility.

THIS IS A PLACE OF COMMUNITY
A haven for wide-eyed children, hungry entrepreneurs, backpack-laden travelers, online adventurers, and quiet corner escape artists.

THIS IS A PLACE OF LIFE
Where the quest for ideas, dreams, and self-fulfillment is supported every single day.

WE ARE ON THIS PLANET TO HOLD OUT THE PROMISE OF ADVENTURE AND SELF-DISCOVERY. AND ENCOURAGE PEOPLE TO TAKE IT.

We are driven by a desire for life-altering experiences. And the opportunity to help people feel free and pioneering in the search and expression of their individuality.

We believe in bending the rules. We trust our guts, follow our hearts, and do our best to push the bravest ideas forward.

manifesto
core values

- Choose Kindness
- Inspire Curiosity
- Lead with Courage
- Champion Diversity

Uphold the belief that anyone can achieve personal transformation and self-discovery and inclusion and equality by taking risks and dreaming big.
What does it mean to be a volunteer at ImagineIF? It is believing in what we do at ImagineIF and sharing our vision, being part of our team, signing on to help us accomplish our goals and seeing it through.

Volunteering is more than showing up for a couple of hours, a week, a month or a year. It is a commitment to our organization and to our community.

Volunteering at ImagineIF should be fun, playful and challenging. This document is intended to act as a guide for staff. What do you do if you need a new volunteer? How do you let a volunteer know that we couldn’t do it without them? Find it all here.
We know from experience that word of mouth spreads quickly. To recruit volunteers for position openings, we will use compelling messages, shared in strategic and individual ways, to find a great fit. Other methods will be used sparingly when little effort will allow us to reach many potential volunteers. The Volunteer Coordinator will work with ImagineIF communications staff to customize recruitment methods for each opening.

**COMPELLING MESSAGES**
- Share success stories highlighting current volunteers.
- Communicate the benefits of volunteering, such as sharing skills, building community and discovering new ideas.
- Connect volunteer contributions to results for library staff, customers and the community.

**METHODS**

**Word of mouth**
- Start with ImagineIF staff and current volunteers
- Ask individuals, not groups

**ImagineIF communications channels**
- Bulletin boards
- Website
- Social media
- Email newsletters

**Additional options**
- Partner organizations
- Websites such as VolunteerMatch or Craigslist
- Schools including Flathead Valley Community College
Much like accepting a job, becoming a volunteer at ImagineIF is a big deal. We only take applicants when there is an opening for a volunteer and we do not accept all applicants for that position. So joining the ImagineIF team as a volunteer is special.

When a new volunteer is needed we will use the same process every time.

Here is how we will get the right people for the right job:

**We need help!**
- The Volunteer Supervisor or project manager lets the Volunteer Coordinator know they need a volunteer via email.

**We need a volunteer to...**
- A position description is agreed upon by the requester and the Volunteer Coordinator.

**We need just the right person and we need them fast.**
- A position is posted on our website and people who are interested fill out the simple web-based form.
- Just like applying for a paid job at ImagineIF, after a set time period the applicants are reviewed by the Volunteer Coordinator and the Volunteer Supervisor. The top candidate is selected for an interview.
- The Volunteer Coordinator schedules the interview at a time that works for all involved parties.
- After conclusion of the interview, those on the committee decide if the interviewee should be “hired” as an ImagineIF volunteer. If not, the next candidate on the list is asked in for an interview. If no other candidates applied, the position is relisted until a suitable candidate is found.

**We found the perfect fit!**
- The Volunteer Coordinator contacts the successful applicant and begins the orientation process.
To make sure that a new volunteer has a good understanding of what it means to be part of the ImagineIF team, they will have an orientation. Part welcome and part making sure they know what they are getting into, the orientation will be primarily handled by the Volunteer Supervisor.

The Volunteer Supervisor will:

- Welcome the new volunteer to the ImagineIF team and go over what it means to be part of ImagineIF.
- Review ImagineIF manifesto, core values, etc.
- Review volunteer agreement.
- Discuss expectations to show up and contribute, review confidentiality as applicable.
- Review volunteer assignment and duties, the “job.”
- Review volunteer schedule and expectations of time commitment.
- Provide a quick tour of the ImagineIF location.
- Show volunteer where they can keep their things.
- Train volunteer.
- Introduce logging hours on VicNet.
- Discuss safety and emergency procedures.
**VOLGISTICS**

Volgistics is the online system we use for keeping track of volunteers and their jobs. When we get new online applications they are automatically entered into Volgistics.

We have three logins for Volgistics: one for the Volunteer Coordinator, one for Columbia Falls and one for Circulation. Most management in this system will fall to the Volunteer Coordinator. If Volunteer Supervisors need access, they can contact the Volunteer Coordinator.

**VICNET**

When a volunteer joins the team they will get a VicNet account, which is linked to their Volgistics records. Volunteers will use VicNet to keep track of the hours they volunteer and keep their contact and emergency contact information up to date.

The Volunteer Coordinator will introduce new volunteers to VicNet and can offer support if there are any questions or issues. Volunteer Supervisors should know and be prepared to help volunteers with the following:

- VicNet logins are the volunteer’s email address and the password is the automatically generated volunteer number.
- Volunteers can change their password once they log into VicNet.
- Volunteers are responsible for keeping contact information and emergency contact information up to date in VicNet.
- Volunteers should log their hours at least on a monthly basis.
WHO DOES WHAT?

Volunteer Coordinator oversees the program, a big-picture person.
- Receives and forwards applications to Volunteer Supervisor.
- Admin via Volgistics.
- Group recognition.

Volunteer Supervisors oversee the day-to-day activity of volunteers in their department.
- Managing volunteer tasks.
- Regular monthly check-ins.
- Individual recognition.

Volunteer Advisor supports the Volunteer Coordinator. May step in and cover for the Volunteer Coordinator as is appropriate and necessary.

CHECKING IN

An important part of keeping our organization running smoothly is making sure that everyone is doing what they need to be doing and feeling good about it. To accomplish this with staff we have weekly check-ins, and similarly there will be check-ins with volunteers.

Volunteer Supervisors will schedule monthly 15-20 minute check-ins with the volunteers they manage. This will be a time to make sure the volunteer’s duties and roles are clear and a good fit for both ImagineIF and the volunteer.
We are encouraging volunteers to do more and feel more like part of the ImagineIF team, and a more structured recognition program will help make that effort a success. The Volunteer Recognition Program will borrow several key components from the Staff Recognition Program. For more details on particular concepts, refer to the Staff Recognition Quick Start Guide.

**GROUP**

**Annual appreciation party**

Whether it’s a picnic or a breakfast, an annual party is a great way to let all of our volunteers know their hard work does not go unnoticed. ImagineIF will offer an appreciation party on an annual basis. The party also is a time to recognize any volunteers who have earned a service award. Party on!
INDIVIDUAL

We want to make sure volunteers know when they are doing a great job as a volunteer. Part of encouraging volunteers in their efforts is letting them know when they successfully help create ImagineIF experiences or demonstrate creativity and innovation. Volunteer Supervisors have several methods for getting that message across to individual volunteers:

Direct praise at check-ins
Volunteer Supervisors can praise and reinforce ImagineIF concepts at monthly check-ins. Check-ins also are an opportunity to highlight any noteworthy efforts and let volunteers know that the work they do matters.

Handwritten notes
Handwritten notes from their Volunteer Supervisor can go a long way in letting volunteers know how exceptional their work is and can call special attention to the specifics of the wonderful things they are doing. Notes can also be requested from a member of LLT.
RIGHTS AND RESPONSIBILITIES

Volunteers have the right to:

- Adequate training for assigned tasks.
- Respect and courtesy from library staff and customers.
- Be informed of any information relevant to the job.
- A job description that outlines the work to be done and the expectations of the job.
- A job that makes a difference in the library and the community.
- Express any grievances or complaints. The volunteer should first contact their Volunteer Supervisor for resolution. If there is not a mutually satisfactory solution, the volunteer should contact the Volunteer Coordinator, who may consult the Library Director.

Volunteers have the responsibility to:

- Record volunteer time as an important part of library statistics.
- Accept guidance from library staff.
- Adhere to library procedures by wearing a name badge, dressing appropriately and maintaining customer confidentiality.
- Report at the scheduled time or inform the Volunteer Supervisor in advance of an absence.
- Identify any medical or physical limitations related to the volunteer assignment.
- Give a termination notice of at least one week.

RISK AND PERSONAL INJURY
The Volunteer Supervisor will train volunteers regarding safety and emergency procedures. Volunteers must immediately report every job-related injury, regardless of severity, to their Volunteer Supervisor. It is the volunteer’s responsibility to keep their emergency contact information updated.

**ENDING VOLUNTEER SERVICE**

When volunteers are hired, they agree to a term of service, usually a commitment of six months or more. On occasion circumstances may lead to that term being shortened, either as requested by the volunteer or by ImagineIF.

**TERMINATION GUIDELINES**

Volunteers may be dismissed from volunteer service by the Volunteer Coordinator or their Volunteer Supervisor, either by verbal or written notification. Grounds for immediate dismissal may include but are not limited to:

- Misconduct, insubordination or not following ImagineIF policies and guidelines.
- Reporting for a volunteer assignment under the influence of alcohol or drugs.
- Consistent tardiness and/or absences from scheduled volunteer shifts.
- Releasing confidential customer or staff information.
- Unwillingness to support ImagineIF core values.